

CHAPTER 16

SECTION 2

MILITARY TREATMENT FACILITY (MTF) APPOINTMENTS

The contractor that currently supports MTF appointment scheduling shall book MTF appointments within the Composite Health Care System (CHCS) in accordance with regional contract requirements and the Memorandum of Understanding (MOU) with their Lead Agent/MTF Commander. Appointments shall be booked using the standardized appointment types stated in the Commander's Guide to Access Success. This guide and self-help training are listed at www.tricare.osd.mil/tai. Any required training for the appointment booking functions shall be completed in accordance with the terms and conditions of the contractor's regional contract requirements/MOU.

